

I haven't heard from Shaw J, who is representing Moneylion, in 7 days, despite having over \$1500 in fraudulent activity on my account on June 9th and 10th, 2024. Although Moneylion confirmed that my card was canceled on June 9th, they have not resolved this issue. My family and I are going through a stressful time as I am currently not working, and the money I had in my savings is now gone. Moneylion denied my dispute for these unauthorized transactions after closing my card on June 9th, 2024. They have refused to reconsider this decision and asked for more documentation, even though they should have approved the dispute when I first filed it. They approved \$347 in unauthorized transactions but denied over \$1200 that occurred on the day my card was canceled and the day after. They also did not approve or refund a \$1000 Walmart transaction on June 10th, 2024, as well as \$20 and \$28 transactions on the same day. Despite admitting that my card was canceled on June 9th, 2024, Moneylion has not refunded me. It seems that Mastercard and Visa are allowing these fraudulent activities to happen within their banking network. Unless Cfpb, BBB, FTC, and its regulators are being paid to overlook these scams, these banks continue to normalize this behavior. They are quick to adopt a Mastercard theory and value but never take accountability for the money taken from the customer. This leaves the customer being scammed by the bank itself. Even though they claim to prevent scams, they seem to be the ones creating the scams within the company. It seems like discrimination could also be at play due to skin color. If they truly follow Mastercard's 0-day liability as they claim, this issue should have been corrected when I first disputed it. However, they have yet to acknowledge these unauthorized transactions took place, and I still have not received the \$347 they approved. I am owed \$1500 plus compensation for those 2 days alone, and for the other fraud that took place.

After two months of having my claim denied by Moneylion advocates, they sent me an email on August 2nd, 2024, stating that the dates on the Moneylion bank statement for June were wrong. Shawn, the Advocate Rep who never called me as I requested, told me that those were the wrong dates on the Moneylion statement for June 2024. He then sent me another statement with transactions showing they happened on different dates than what the Moneylion statement says. If that is the case, then my full \$3700 needs to be refunded to me. If not, I am prepared to take legal action against MoneyLion, RoarMoney, and Pathward in small claims court. Shawn waited two months after fraudulently denying my claims to tell me that those transactions did not take place on those dates. It appears that many others are also in need of refunds like myself. I don't know which statement is true, but Shawn's and Lamont's statements for the dates of the transactions differ from each other. I have made numerous attempts to resolve this, but all I get are lies and no real solutions. It seems like Moneylion is intentionally trying to prevent me from getting my money refunded, and I believe I have been unfairly denied. This has cost me a lot of time and money, and I expect a resolution soon.

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08/05/2024

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